



Linking Services, Solutions, Communities

Introduction to the Online Data Collection (OLDC) System

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Family Violence Prevention & Services

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Agenda

- Introduction
- User Name and Password
- Log In
- Report Form
- Resources
- Questions and Answers

INTRODUCTION

Introduction

- OLDC is a convenient electronic method for submitting grant forms
- Benefits include:
 - Report forms can be submitted quickly over the Extranet (secure Internet site)
 - New forms are added and form modifications made continuously
 - Rule validation and checks can be added or modified in concurrence with policy changes

Introduction

- Advanced Help Resources
 - Interactive FAQs include keyword and topical searches
 - On-screen definitions and tips for every field
 - Submit a question to support center staff using Ask A Question

USER NAME AND PASSWORD

User Name and Password

- The initial FVPS OLDC User Names and Passwords are created by technical staff and come from [Secure Sign-In System@acf.hhs.gov](mailto:Secure_Sign-In_System@acf.hhs.gov)
- The Subject lines will contain the text “SSI username notification for PACF2” and “SSI password notification for PACF2”
- New User Names and Passwords are sent via two e-mails
 - The first contains the User Name and Security Policy
 - The second contains the OLDC Password
- If either e-mail is not received, please contact the support center at Phone: 1-866-577-0771 or via e-mail at app_support@acf.hhs.gov
- Grantees already using OLDC to submit other forms will not receive new IDs and passwords. Instead, they may use their existing account information to access the FVPS form.

User Name and Password

- Subsequent accounts created by Grant Administrators are sent from
On-Line_Data_Collection_System@acf.hhs.gov
- Please ensure spam blockers are not preventing receipt of User Names and Passwords. Make sure that all e-mails are being accepted from

On-Line_Data_Collection_System@acf.hhs.gov and

Secure_Sign-In_System@acf.hhs.gov

User Name and Password

- The first time you log into Secure Sign-In (the web portal where you will login to access OLDC), you are asked to change your password for security purposes
 - Your password must contain 9 characters with a combination of upper and lower case letters, at least one number, and a special character such as \$ or _
 - The password cannot start with a number; it must start with a letter
- You must also enter a Challenge Question and Answer
 - Established for security purposes for the life of the OLDC account
 - If you forget your password, access the **Forgot Login Info?** link which allows you to answer your own question and have a new password automatically sent to your e-mail
 - Choose from a list of questions such as “What is your city of birth?” or “What is your favorite movie?”

LOG IN

Log In

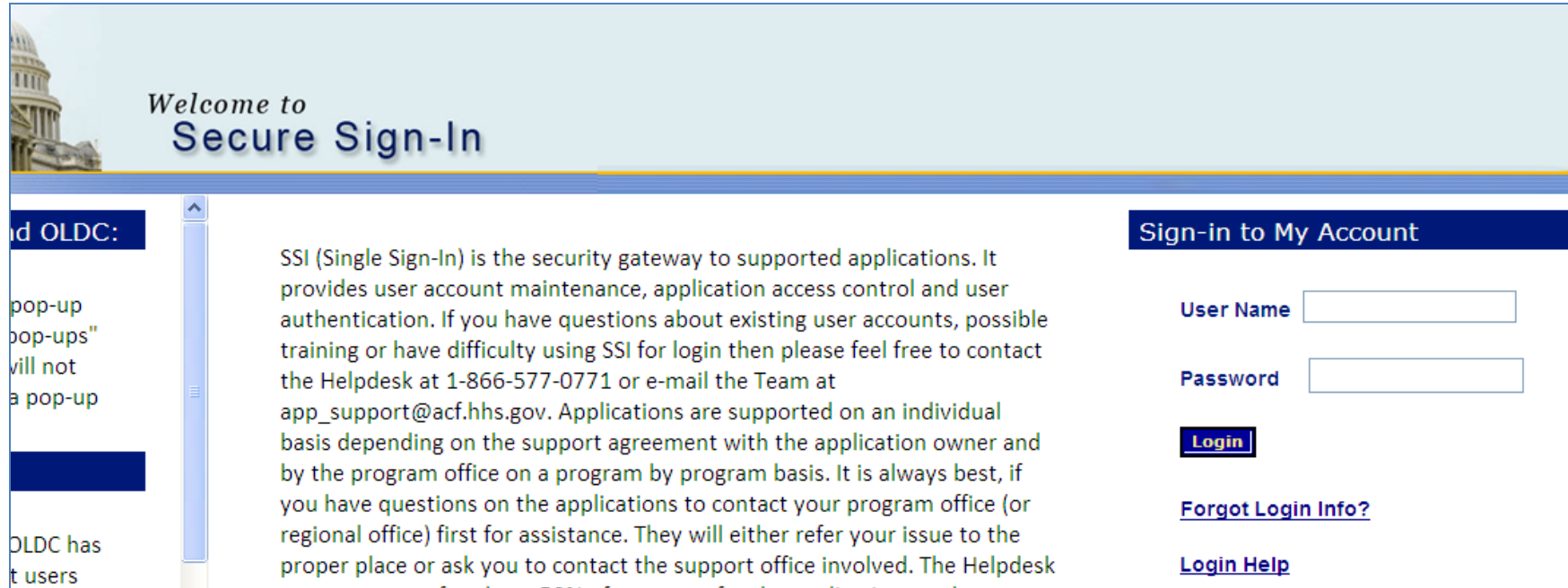
- Enter the secure web address in your browser Address line (Internet Explorer recommended)

<https://extranet.acf.hhs.gov/ssi/>

- Save the web address as a Favorite for quick access

Log In

- The Secure Sign-In Login screen displays
- Enter your User Name and Password, then click “Login”



Welcome to
Secure Sign-In

and OLDC:

pop-up
pop-ups"
will not
a pop-up

OLDC has
t users

SSI (Single Sign-In) is the security gateway to supported applications. It provides user account maintenance, application access control and user authentication. If you have questions about existing user accounts, possible training or have difficulty using SSI for login then please feel free to contact the Helpdesk at 1-866-577-0771 or e-mail the Team at app_support@acf.hhs.gov. Applications are supported on an individual basis depending on the support agreement with the application owner and by the program office on a program by program basis. It is always best, if you have questions on the applications to contact your program office (or regional office) first for assistance. They will either refer your issue to the proper place or ask you to contact the support office involved. The Helpdesk

Sign-in to My Account

User Name

Password

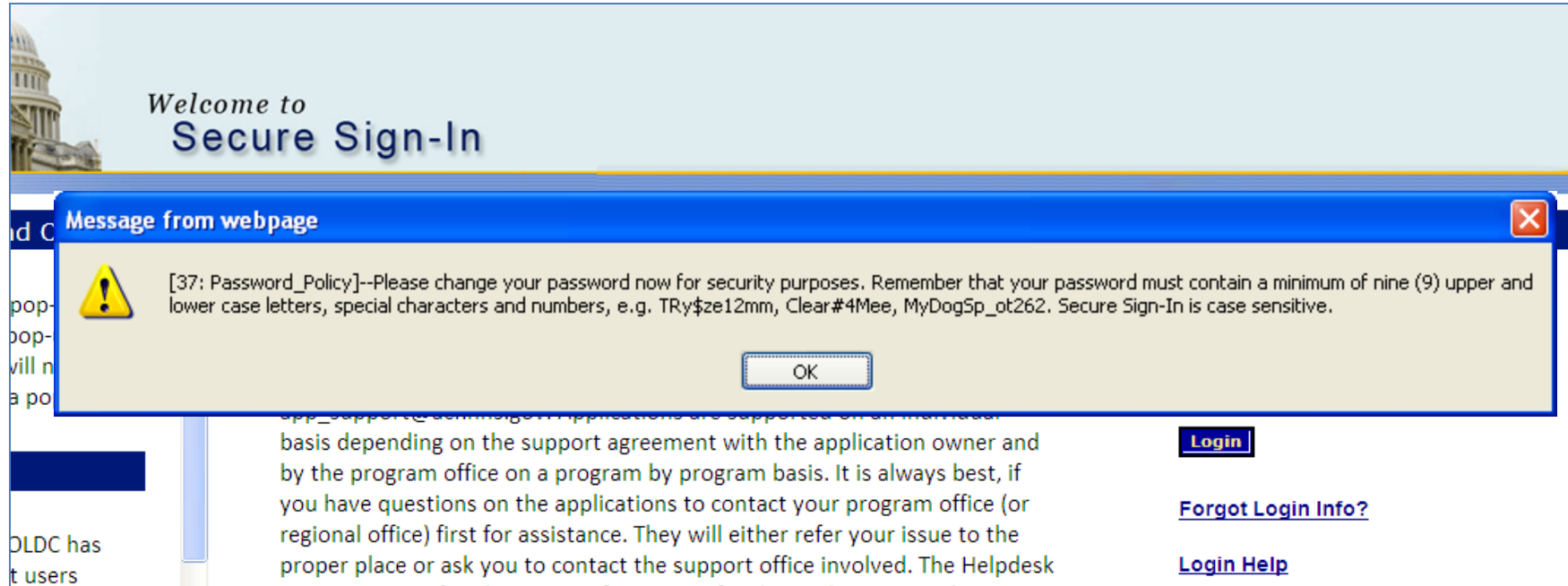
Login

[Forgot Login Info?](#)

[Login Help](#)

Log In

- You are asked to change your password upon first logon



Log In

- Enter current password, a new password, and confirm new password
- Click the **Change Password** button

Change Password

Click on "Change Password" to save the new password.

Current Password*:

New Password*:

Confirm New Password*:

Change Password

Log In

- Select a Challenge Question and enter an Answer

[Change Challenge Question](#)

Change Challenge Question

The Challenge question and answer are used to validate your request for a new password.

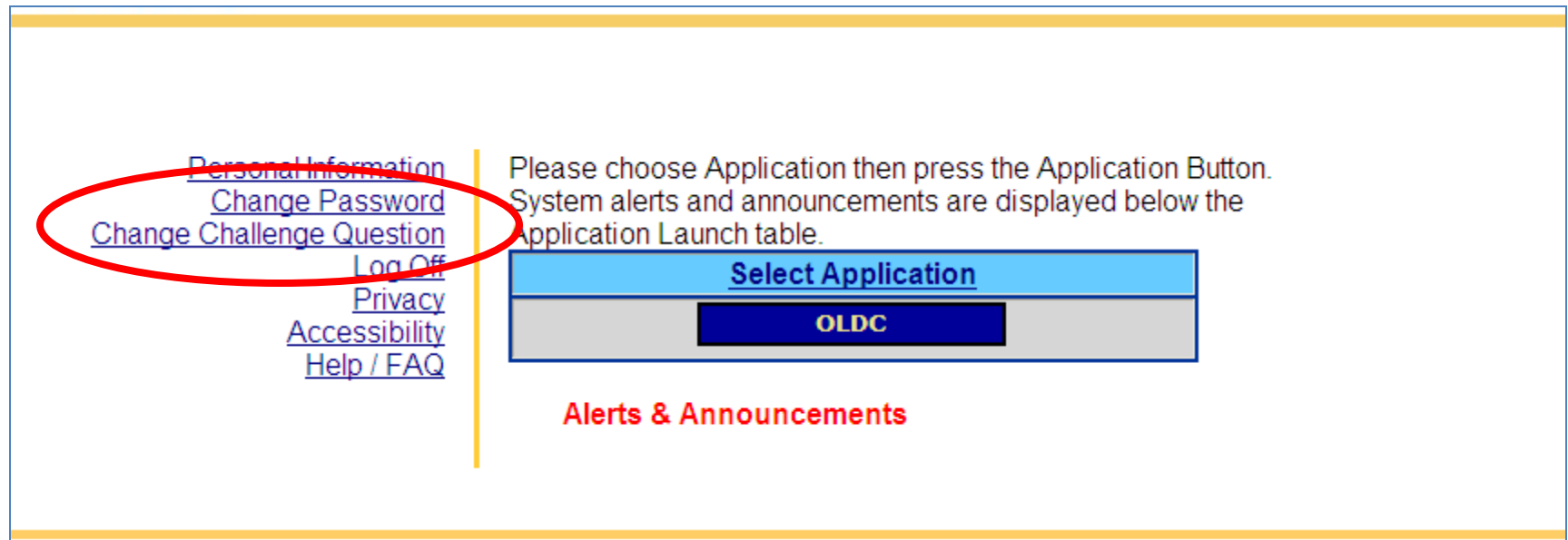
Challenge Question*:

Answer*:

Save Q and A

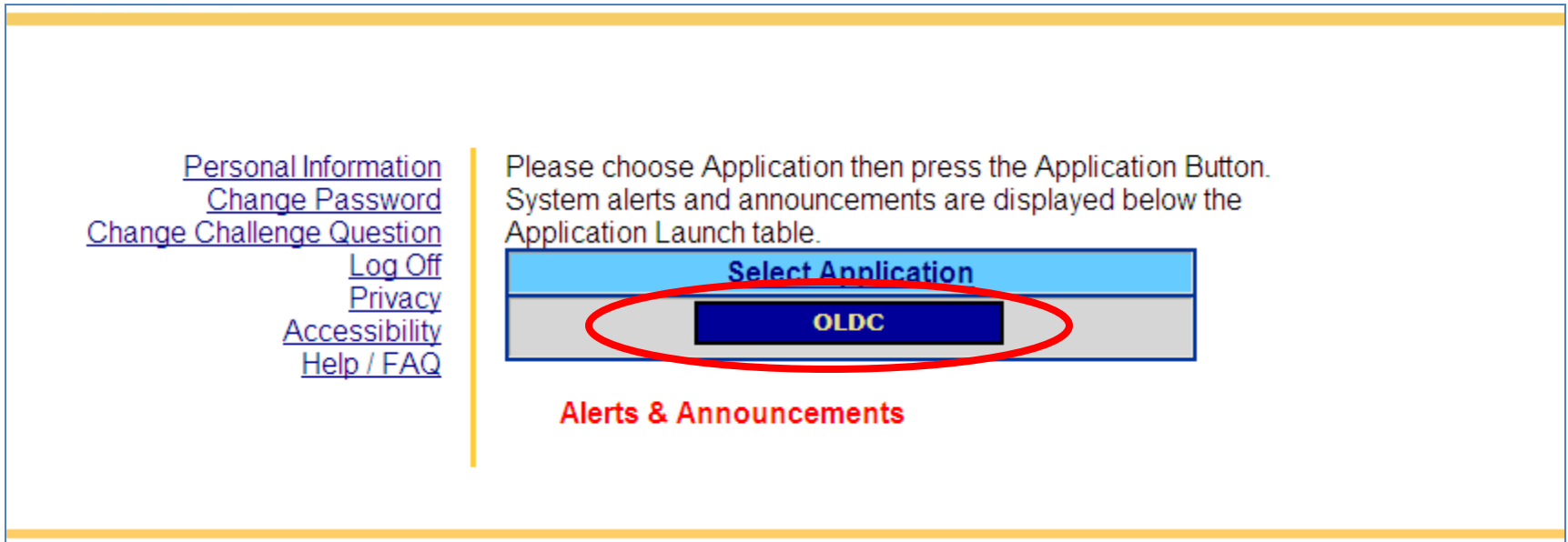
Log In

- At any time, you may do one of the following:
 - Select Change Password to change your password
 - Select Change Challenge Question to change your challenge question or answer



Log In

- From the Secure Sign-In main screen, click the **OLDC** button



If OLDC does not open, you may have a pop-up blocker on your computer. Hold down the **Control** button from your keyboard and then click the **OLDC** button. Continue holding **Control** until OLDC opens

Log In

- Begin working with report forms by selecting Report Form Entry

The screenshot displays the On-Line Data Collection (OLDC) web application interface. At the top, the header includes the OLDC logo, the text "On-Line Data Collection", and the U.S. Department of Health & Human Services logo. To the right of the header, the user's name "Name: Smith John" and the last login time "Last Login: 09/20/12 01:36:47 PM" are displayed. A "Help / FAQ" link and an "End OLDC" link are also present. Below the header, the main content area features a left sidebar with a link to "OLDC Home". The central area contains a list of links: "Report Form Entry" (highlighted with a red circle), "User / System Settings", "End OLDC", "Privacy", "Accessibility", "Help / FAQ", and "News & Tips". To the right of these links, there is a welcome message: "Welcome! If this is your first time, please feel free to make use of our training resources. For any questions visit our dynamic database of questions and answers. Many functions throughout this application, contain links that provide context-sensitive help." The footer of the page contains links for "Web Accessibility", "Privacy and Security Notice", "Freedom of Information Act", and "Disclaimers".

On-Line Data Collection

U.S. Department of Health & Human Services
Administration for Children & Families
Mike Leavitt, Secretary | Daniel Schneider, Acting Asst. Secretary

Name: Smith John
Last Login: 09/20/12 01:36:47 PM

[Help / FAQ](#)
[End OLDC](#)

OLDC Home

[Report Form Entry](#)
[User / System Settings](#)
[End OLDC](#)
[Privacy](#)
[Accessibility](#)
[Help / FAQ](#)
[News & Tips](#)

On-Line Data Collection

Welcome! If this is your first time, please feel free to make use of our training resources. For any questions visit our dynamic database of questions and answers. Many functions throughout this application, contain links that provide context-sensitive help.

[Web Accessibility](#) | [Privacy and Security Notice](#) | [Freedom of Information Act](#) | [Disclaimers](#)

REPORT FORM

Report Form: Program & Grantee Selection

The “Program & Grantee Selection” screen displays

- Step 1: Select the **Program Name** from the drop-down list
- Step 2: Select the **Grantee Name**
- Step 3: Select the **Report Name** to be created, modified, or viewed
- Click the **Enter** button

The screenshot shows the OLDC interface. At the top, there is a header bar with the OLDC logo, the text "On-Line Data Collection", and the "Administration for Children & Families" logo. To the right of the header, it displays the user's name "Name: Anna Jone" and "Last Login: 09/20/12 03:55:31 PM". There are links for "Help / FAQ" and "End OLDC". Below the header, there is a navigation bar with "OLDC Home" and "Grantee Selection". The main content area is titled "Program & Grantee Selection" and contains the instruction: "Please use the drop-down lists below to make selections. Steps must be completed in order." There are three steps: Step 1: "Program Name:" with a dropdown menu showing "Family Violence Prevention & Services State Grants"; Step 2: "Grantee Name:" with a dropdown menu showing "SC [1 571001665 A1] (2003-2012) SC Catawba Indian Nation"; Step 3: "Report Name:" with a dropdown menu showing "Program Performance (Tribes Only) (FVPS SF-PPR)". At the bottom right, there is a blue "Enter" button circled in red.

On-Line Data Collection

U.S. Department of Health & Human Services
Administration for Children & Families
Mike Leavitt, Secretary | Daniel Schneider, Acting Asst. Secretary

Name: Anna Jone
Last Login: 09/20/12 03:55:31 PM

[Help / FAQ](#)
[End OLDC](#)

OLDC Home Grantee Selection

Program & Grantee Selection

Please use the drop-down lists below to make selections. Steps must be completed in order.

Step 1: Program Name: Family Violence Prevention & Services State Grants ▼

Step 2: Grantee Name: SC [1 571001665 A1] (2003-2012) SC Catawba Indian Nation ▼

Step 3: Report Name: Program Performance (Tribes Only) (FVPS SF-PPR) ▼

Enter

Report Form: Grant & Report Period Selection

The “Grant & Report Period Selection” screen displays

- The information box towards the top of the screen contains information based on the selections made from the previous screen

ee Selection Report Selection

Grant & Report Period Selection

Information Box →
Program Name: Family Violence Prevention & Services State Grants
Grantee Name: SC Catawba Indian Nation
Report Name: FVPS SF-PPR Tribal

Please use the drop-down lists below to make selections. Steps must be completed in order.

Step 1: Funding / Grant Period: 10/01/2009 - 09/30/2012 FVPS (10PASCFVPS) ▼

Step 2: Report Period:

Select	Reporting Period	Status
<input checked="" type="radio"/>	10/01/2011 - 09/30/2012	
<input type="radio"/>	10/01/2010 - 09/30/2011	
<input type="radio"/>	10/01/2009 - 09/30/2010	

Step 3: Select Action:

New / Edit / Revise Report ▼
Select Action
New / Edit / Revise Report
View / Print / Status / Approve Report
Print Latest Version (HTML)
View Latest Report

Report Form: Grant & Report Period Selection

- Step 1: Select a **Funding/Grant Period**
- Step 2: Select a **Report Period**
 - If a report has been started, the status will display in the Status column
- Step 3: Select an **Action – New/Edit/Revise**

ee Selection Report Selection

Grant & Report Period Selection

Program Name: Family Violence Prevention & Services State Grants
Grantee Name: SC Catawba Indian Nation
Report Name: FVPS SF-PPR Tribal

Please use the drop-down lists below to make selections. Steps must be completed in order.

Step 1: Funding / Grant Period: 10/01/2009 - 09/30/2012 FVPS (10PASC FVPS) ▼

Step 2: Report Period:

Select	Reporting Period	Status
<input checked="" type="radio"/>	10/01/2011 - 09/30/2012	
<input type="radio"/>	10/01/2010 - 09/30/2011	
<input type="radio"/>	10/01/2009 - 09/30/2010	

Step 3: Select Action:

New / Edit / Revise Report ▼
Select Action
New / Edit / Revise Report
View / Print / Status / Approve Report
Print Latest Version (HTML)
View Latest Report

Report Form: Grant & Report Period Selection

- Actions :
 - **New/Edit/Revise:** initialize a new report form, edit an existing report form, or create a revision for a form that has already been completed and accepted by HHS
 - Only staff with the Data Entry Job Type are able to Initialize a new form
 - **View/Print/Status/Approve Report:** view the existing report, print the report, view the report form status page

Report Form: Report Sections

The Report Sections screen displays

- The Family Violence Prevention & Services State Grants PPR contains 6 sections (including the Cover Page)
- Each section's data is entered separately and sections may be saved individually

Program Name: Family Violence Prevention & Services State Grants
Grantee Name: SC Catawba Indian Nation
Report Name: FVPS SF-PPR Tribal
Funding/Grant Period: 10/01/2009 - 09/30/2012 FVPS (10PASC FVPS)
Report Period: 10/01/2011 - 09/30/2012 (Liquidation Period)
Report Status: Initialized

This table displays the sections of the report form and the status of each. Return to this screen to Validate, Certify, or Submit.

Selections in the dropdown lists may include:


- Create Section - Indicated by an asterisk (*), copies that section and creates a new blank section.
- Clear Section Data - Deletes all data saved for that section.
- Delete Section - Permanently deletes that section and data.
- Edit Section - Opens the form section in a data-entry version.
- Print Section - Opens a new browser window with the report in a print-friendly version.

View/Add Attachments **Validate** **Print Full Report**

<u>Section Name:</u>	<u>Perform Action:</u>	<u>Section Status:</u>
Cover Page SF-PPR	Select Action: <input type="button" value="Go"/>	Initialized
Section A General Program Information	Select Action: <input type="button" value="Go"/>	Initialized
Section B People Served (Unduplicated)	Select Action: <input type="button" value="Go"/>	Initialized
Section C, D, & E	Select Action: <input type="button" value="Go"/>	Initialized
Section F & G	Select Action: <input type="button" value="Go"/>	Initialized

Report Form: Report Sections

- To begin entering the form, click the drop-down arrow next to a section, select **Edit Section**, and click **Go**


<div>View/Add Attachments Validate Print Full Report</div>		
Section Name:	Perform Action:	Section Status:
Cover Page SF-PPR	Select Action: 	Initialized
Section A General Program Information	 	Initialized
Section B People Served (Unduplicated)	Select Action: 	Initialized
Section C, D, & E	Select Action: 	Initialized
Section F & G	Select Action: 	Initialized

Report Form

- The New (Initialized) "Report Form" displays
- The Report screen is divided into three parts: the Information box and Progress Bar, Action buttons, and data entry

Home Grantee Selection Report Selection Report Sections **Report** Report Form Status

Information Box



Progress Bar

Program Name: Family Violence Prevention & Services State Grants

Grantee Name: SC Catawba Indian Nation

Report Name: FVPS SF-PPR Tribal

Funding/Grant Period: 10/01/2009 - 09/30/2012 FVPS (10PASCFVPS)

Report Period: 10/01/2011 - 09/30/2012 (Liquidation Period)

Report Status: Initialized

Section Status: Initialized

Report Progress

Initialized	Edit-Saved	Validated	Certified	Submitted	In Review	R/O Approved	C/O Approved
✓	□	□	□	□	□	□	□

Action Buttons

Previous Section
Save
View / Add Attachments
Validate
Next Section

Section A General Program Information

<p><u>1. Federal Agency and Organization Element to Which Report is Submitted</u></p> <p>Administration for Children and Families</p>	<p><u>2. Federal Grant or Other Identifying Number Assigned by Federal Agency</u></p> <p>10PASCFVPS</p>	<p><u>3a. DUNS</u> 831001185</p> <p><u>3b. EIN</u> 1571001665A1</p>	<p><u>4. Reporting Period End Date</u></p> <p>09/30/2012</p>
---	---	---	--

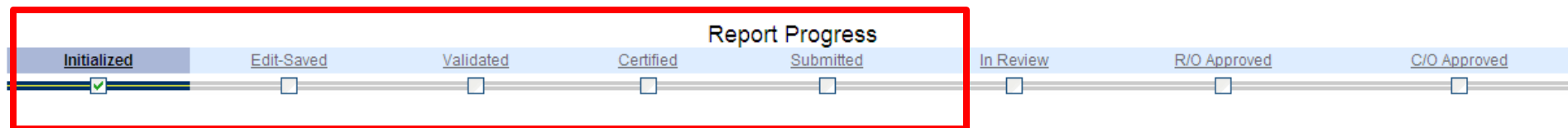
Subgrantee Information:
 This information in sections A-I should be collected by each subgrantee and compiled by the state into this one section. This report is a compilation of all domestic violence services regardless of funding source, not just FVPSA funds, used to provide the below services to victims. For the narrative responses (section H), the State should choose what information to include from the subgrantees and may include information about FVPSA funds retained by the State.

Label	Information Requested	Response
A-01	<u>Total domestic violence program budget</u>	\$0
A-02	<u>FVPSA grant amount</u>	\$0
A-03	<u>Number of shelter facilities</u>	0
A-04	<u>Number of non-shelter service sites</u>	0

Data Entry

Report Form

- The Report Form Information box displays all the selections use to create the Report Form. Because no data has yet been saved, the Report Status is Initialized
- Below the Information box is the **Report Progress** bar. The Progress bar is a useful tool for visually displaying the current status of the Report Form. In addition , the Progress bar also displays the steps that have already been finished as well as the steps that need to be taken in order to complete the submission process.
 - Grant Partners follow the Progress Bar to the Submitted status



Report Form

- Just below the Information box and Report Progress bar are the Action buttons.
- If you have the Data Entry Job type, you will be able to Save, View/Add Attachments, Validate, and Print.

<div style="display: flex; justify-content: space-around; margin: 0 auto; width: 80%;"> Previous Section Save View/Add Attachments Validate Next Section </div>			
Section A General Program Information			
1. Federal Agency and Organization Element to Which Report is Submitted Administration for Children and Families	2. Federal Grant or Other Identifying Number Assigned by Federal Agency 10PASCFVPS	3a. DUNS 831001185 3b. EIN 1571001665A1	4. Reporting Period End Date 09/30/2012
<p>Subgrantee Information: This information in sections A-I should be collected by each subgrantee and compiled by the state into this one section. This report is a compilation of all domestic violence services regardless of funding source, not just FVPSA funds, used to provide the below services to victims. For the narrative responses (section H), the State should chose what information to include from the subgrantees and may include information about FVPSA funds retained by the State.</p>			
Label	Information Requested	Response	
A-01	Total domestic violence program budget	\$0	
A-02	FVPSA grant amount	\$0	
A-03	Number of shelter facilities	0	
A-04	Number of non-shelter service sites	0	
A-05	Number of volunteers	0	
A-06	Number of volunteer hours	0	

Report Form

- Directly following the Action Buttons is the Report Form itself. The Report form has three types of data:
 - Manual data entry - open fields where you enter the figures
 - Auto calculations - closed fields that use formulas to automatically calculate figures based on numbers you input
 - Validation – mathematical checks based on numbers you input and policy requirements

A-01	Total domestic violence program budget	<input type="text" value="\$0"/>
A-02	FVPSA grant amount	<input type="text" value="\$0"/>
A-03	Number of shelter facilities	<input type="text" value="0"/>
A-04	Number of non-shelter service sites	<input type="text" value="0"/>
A-05	Number of volunteers	<input type="text" value="0"/>
A-06	Number of volunteer hours	<input type="text" value="0"/>
A-com	<div>Comments (Optional)</div> <div></div> <div>B <i>I</i> <u>U</u> </div>	

[Previous Section](#) [Save](#) [View/Add Attachments](#) [Validate](#) [Next Section](#)

Report Form

- Click any of the links in the navigation path to return to previous screens in OLDC.
- The browser “back” button is disabled for security purposes
- The links appear and disappear as different screens are accessed.
- Use the Report Form Status link to navigate to the Report Form Status page
 - Contains the report status, actions such as print or delete form, history, contacts, and a list of any attachments



Report Form: Validating

- Once data is entered and saved for each section, the entire form must be validated from the “Report Sections” screen
 - Validate** checks the form for mathematical errors. If there are no errors, the form is validated and ready to be certified
 - Validated -- with Warnings:** The report form is saved and validated and there are some errors on the saved form. However, these errors are allowable and the report may still be submitted
 - Saved with Errors:** an error message appears at the top of the form. Reports with errors cannot be certified and have the status “Saved with Errors”. Errors must be corrected

<div>View/Add Attachments Validate Certify Print Full Report</div>		
Section Name:	Perform Action:	Section Status:
Cover Page SF-PPR	Select Action: <input type="button" value="Go"/>	Saved -- Validated
Section A General Program Information	Select Action: <input type="button" value="Go"/>	Saved -- Validated
Section B People Served (Unduplicated)	Select Action: <input type="button" value="Go"/>	Saved -- Validated
Section C, D, & E	Select Action: <input type="button" value="Go"/>	Saved -- Validated
Section F & G	Select Action: <input type="button" value="Go"/>	Saved -- Validated
Section H-Narrative Responses	Select Action: <input type="button" value="Go"/>	Saved -- Validated

Report Form: Certifying

- After a report form has been successfully saved and validated, a person with the appropriate roles can Certify the report form with a digital signature.
 - When clicking the Certify button, the message “Changes made after saving this form will be lost. You have the ability to sign in the signature are by pressing the Click to Sign button This will complete your Certify process and officially sign this form.” Click **OK**

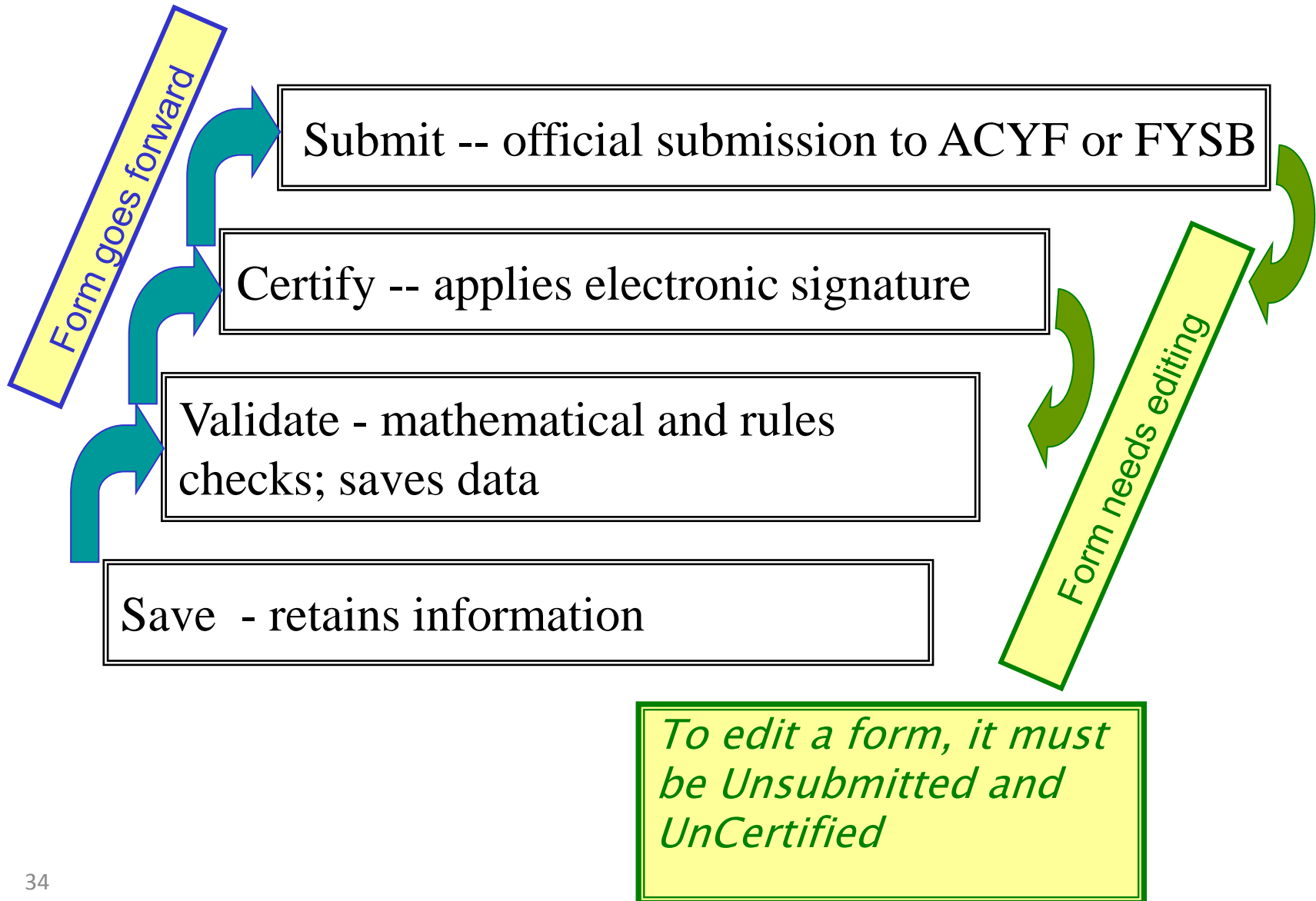
<div>View/Add Attachments Validate Certify Print Full Report</div>		
<u>Section Name:</u>	<u>Perform Action:</u>	<u>Section Status:</u>
Cover Page SF-PPR	Select Action: <input type="button" value="Go"/>	Saved -- Validated
Section A General Program Information	Select Action: <input type="button" value="Go"/>	Saved -- Validated
Section B People Served (Unduplicated)	Select Action: <input type="button" value="Go"/>	Saved -- Validated
Section C, D, & E	Select Action: <input type="button" value="Go"/>	Saved -- Validated
Section F & G	Select Action: <input type="button" value="Go"/>	Saved -- Validated
Section H-Narrative Responses	Select Action: <input type="button" value="Go"/>	Saved -- Validated

Report Form: Certifying

- The bottom of the Cover Page – Certification appears. Click the **Click to Sign** button

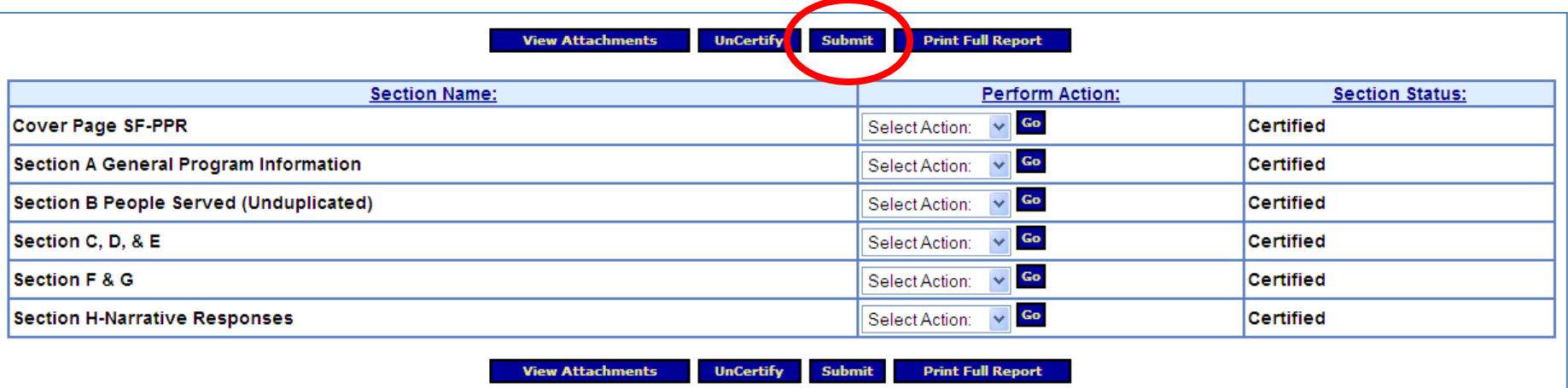
iii) Contact phone number iv) Amount of award	
Cover Page - Certification	
12. Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents.	
12a. Typed or Printed Name and Title of Authorized Certifying Official	12c. Telephone (area code, number and extension)
12b. Signature of Authorized Certifying Official Click to Sign	12d. Email Address
	12e. Date Report Submitted (Month, Day, Year)
Save View/Add Attachments Validate Next Section	

Report Form: Submitting



Report Forms: Submitting

- When the form has been certified, it displays a Certified status
- The report form is now ready to be submitted. Return to the “Report Sections” screen to Submit the report
 - Only a person with the role “Submit” will see the Submit button
- An UnCertify button is available in case there is a need to return to the report for editing



The screenshot displays a web interface for managing report sections. At the top, there are four buttons: "View Attachments", "UnCertify", "Submit", and "Print Full Report". The "Submit" button is circled in red. Below these buttons is a table with three columns: "Section Name:", "Perform Action:", and "Section Status:". The table lists six sections, all of which are "Certified". Each section has a "Select Action:" dropdown menu and a "Go" button. At the bottom of the table, there are the same four buttons as at the top: "View Attachments", "UnCertify", "Submit", and "Print Full Report".

<u>Section Name:</u>	<u>Perform Action:</u>	<u>Section Status:</u>
Cover Page SF-PPR	Select Action: <input type="button" value="Go"/>	Certified
Section A General Program Information	Select Action: <input type="button" value="Go"/>	Certified
Section B People Served (Unduplicated)	Select Action: <input type="button" value="Go"/>	Certified
Section C, D, & E	Select Action: <input type="button" value="Go"/>	Certified
Section F & G	Select Action: <input type="button" value="Go"/>	Certified
Section H-Narrative Responses	Select Action: <input type="button" value="Go"/>	Certified

Report Forms: Submitting

- After submitting a report form, the “Report Form Status” screen appears

Report Selection

Report Form Status

[Program Name:](#) Family Violence Prevention & Services State Grants

[Grantee Name:](#) SC Catawba Indian Nation

[Report Name:](#) FVPS SF-PPR Tribal

[Funding/Grant Period:](#) 10/01/2009 - 09/30/2012 FVPS (10PASCFVPS)

[Report Period:](#) 10/01/2011 - 09/30/2012 (Liquidation Period)

This screen displays the status of report forms and their revisions, along with attached files. To continue entering report form information, click on 'Grantee Selection'.

Report Form Status				
Report Submissions:	Report Status:	Status Date:	Report Action:	Print:
View Original	Submitted	09/20/2012	Unsubmit Report	Print as PDF <input type="button" value="Go"/>

Report Status History

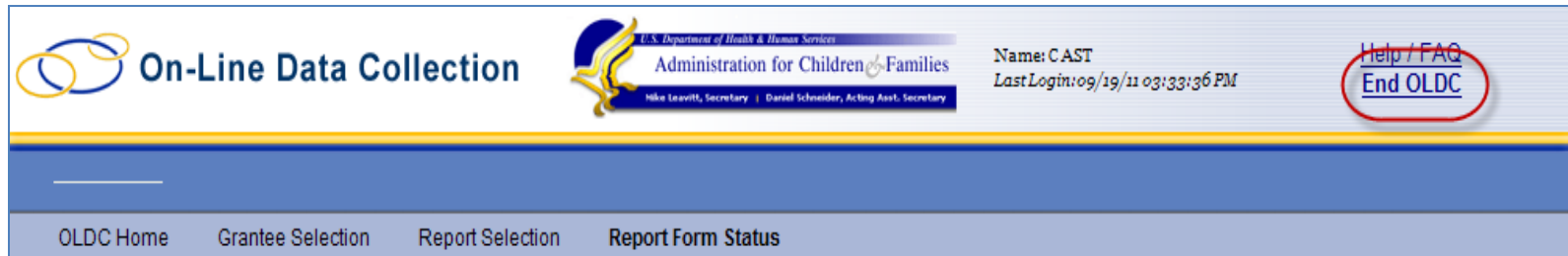
Report Submissions:	Report Action:	Date/Time:	User Name:	Change (if known):
Original	Submitted	09/20/2012 04:22:33 PM	Anna Jone	
Original	Certified	09/20/2012 04:20:05 PM	Anna Jone	Signed as Authorized Official
Original	Saved -- Validated	09/20/2012 04:15:42 PM	Anna Jone	

Report Form

- It is important to Save often because after 30 minutes of inactivity from your computer to the OLDC server, you are disconnected from the system. Any information not saved is lost. Activity includes **Saving, Printing, Validating, Certifying, Submitting,** etc
- Data entry and clicking the on-screen help links are not considered actions

Report Form: End OLDC

- After each use, End OLDC. A report form is locked or unavailable for 30 minutes when someone working on a form exits OLDC without clicking **End OLDC**.



On-Line Data Collection

U.S. Department of Health & Human Services
Administration for Children & Families
Mike Leavitt, Secretary | Daniel Schneider, Acting Asst. Secretary

Name: CAST
Last Login: 09/19/11 03:33:36 PM

[Help / FAQ](#)
[End OLDC](#)

OLDC Home Grantee Selection Report Selection Report Form Status

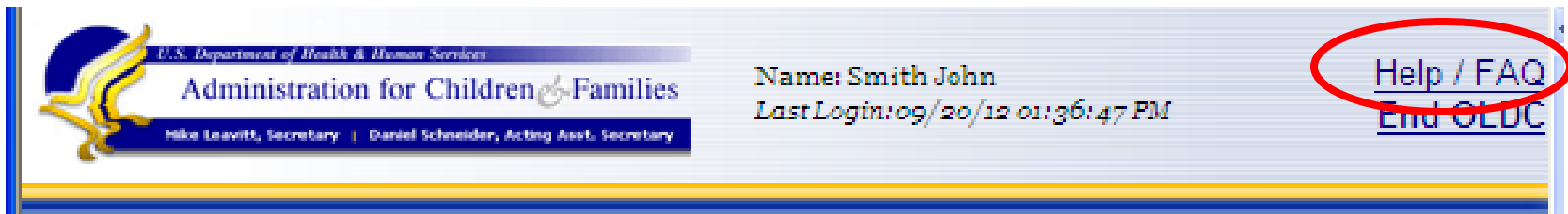
However, if the person who locked the form logs back into OLDC and re-opens the form, then it is unlocked.

A timeout warning message appears after 30 minutes of inactivity to the OLDC server. Activity includes clicking any of the actions buttons (e.g. Save, Validate, Certify, and Submit). You have another 20 minutes before the actual timeout.

RESOURCES

Resources: OLDC Support Site

- Help resources are available from the top of every OLDC web page.



Resources: Find Answers

- OLDC Find Answers screen
 - Search the Frequently Asked Questions for more information about OLDC

The screenshot shows the 'ACF On-Line Data Collection Help/FAQ' page. At the top, there is a 'Close' link and a navigation bar with buttons for 'Help/FAQ Menu', 'Answers' (which is highlighted), 'Ask a Question', and 'Your Account'. Below the navigation bar is a search section with a text input field, a 'Search' button, and the text 'Find the answer to your question'. To the right of the search section is a 'Contact Us' box with a question mark icon, the text 'Ask a Question', and a link to 'Submit a question to our support team.' Below the search section, there are three FAQ entries, each with a link, a description, and a 'Date Updated' timestamp. The first entry is 'What should I do if the Program drop-down list is incorrect?' with a date of 01/23/2007. The second entry is 'How to make changes to a certified report' with a date of 05/08/2004. The third entry is 'How do I fill out a report form?' with a date of 11/16/2009. The fourth entry is 'What are "User/System Settings"?' with a date of 11/16/2009. The page also shows 'Results 1 - 10 of 157'.

ACF On-Line Data Collection Help/FAQ

[Close](#)

Help/FAQ Menu **Answers** Ask a Question Your Account

Advanced Search

Search

Find the answer to your question

Results 1 - 10 of 157

[What should I do if the Program drop-down list is incorrect?](#)
The Program drop-down list is controlled through the permissions assigned. Contact the Grants Office for corrections.
Date Updated: 01/23/2007

[How to make changes to a certified report](#)
The report needs to be uncertified before you can edit it. You are correct in going to Report Form Status and clicking "Edit Original". The report form will open and you can click on "uncertify". If...
Date Updated: 05/08/2004

[How do I fill out a report form?](#)
Choose the "Report Form Entry" link in the Main Menu to locate and work with specific report forms. Follow the procedures on screen to locate the correct report form and time period. Enter the data...
Date Updated: 11/16/2009

[What are "User/System Settings"?](#)
"User Settings" are preferences for an individual's account. "System Settings" allows Grant Administrators, ACF Grant Officers, or ACF Program Officers to make...

Contact Us

Ask a Question
Submit a question to our support team.

Resources: Ask A Question

- Use “Ask A Question” to submit a question to the support center

ACF On-Line Data Collection Help/FAQ

[Close](#)

Help/FAQ Menu Answers **Ask a Question** Your Account ▾

Submit a question to our support team.

Email Address *

Subject *

Question *

Attach Documents

Find Answers
 Search

Contact Us
? Ask a Question
Submit a question to our support team.

Resources: Support

- The Support Center provides assistance for OLDC customers. Support team personnel are available at app_support@acf.hhs.gov or 866-577-0771 Monday through Friday 8 a.m. to 6 p.m. EST to assist in support issues

Questions and Answers

Thank you!